

**Paper reference 20161K  
Pearson BTEC Level 3  
Nationals Extended Diploma**

**Information Technology  
UNIT 14: IT Service Delivery  
(Part A)**

**June 2023 Series**

**Y70537A**

**YOU MUST HAVE**

**Nil.**

**YOU WILL BE GIVEN**

**Nil.**

## **INSTRUCTIONS**

- **Part A contains material for the completion of the preparatory work for Part B.**

**There are no marks awarded for Part A.**

- **Part A must be taken over a maximum of 3 hours across a period of 2 weeks.**
- **Part A should be given to learners 2 weeks before taking Part B of the assessment, so that learners can start the preparatory period in advance of the supervised assessment period.**

**(continued on the next page)**

**INSTRUCTIONS continued**

- **Part A is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.**
  - **Part B materials for the set task will be issued before the start of the supervised assessment period according to the guidance in the specification.**
  - **This booklet should not be returned to Pearson.**
-

## **INSTRUCTIONS TO TEACHERS/TUTORS**

**This paper must be read in conjunction with the unit information in the specification and the BTEC Nationals Instructions for Conducting External Assessments (ICEA) document.**

**See the Pearson website for details.**

**Refer carefully to the instructions in this task booklet and the BTEC Nationals Instructions for Conducting External Assessments (ICEA) document to ensure that the assessment is supervised correctly.**

**This set task has a preparatory period. Part A sets out how learners should prepare for the completion of the Part B task under supervised conditions.**

**(continued on the next page)**

**INSTRUCTIONS TO TEACHERS continued**

**Part A should be issued to learners 2 weeks before taking Part B of the assessment.**

**Learners will be expected to conduct preparatory research and can take up to two sides of individually prepared hard copy A4 research notes into Part B of the set task or the equivalent number of pages in the learners way of working.**

**Research is expected to be carried out over a maximum of 3 hours and access to the Internet is expected. There are no marks awarded for Part A.**

**(continued on the next page)**

**INSTRUCTIONS TO TEACHERS continued**

**Centres must issue this booklet at the appropriate time and advise learners of the timetabled sessions during which they can prepare. It is expected that scheduled lessons or other timetable slots will be used for some or all of the preparation.**

**There is no requirement for supervision during this period.**

**Part B must be completed under supervision. Centres are free to arrange the supervised assessment period how they wish, provided the 8 hours for producing final outcomes are under the level of supervision specified, and in accordance with the conduct procedures.**

**(continued on the next page)**

**INSTRUCTIONS TO TEACHERS continued**

**Teachers/tutors should note that:**

- **learners should not be given any direct guidance**
- **learners should not be given any support in writing or editing notes**
- **all work must be completed independently by the learner.**

**Learner notes must be retained securely by the centre after Part A and returned to learners at the start of Part B.**

---

## **INSTRUCTIONS FOR LEARNERS**

**Read the set task brief carefully.**

**This is Part A of the set task and gives information you need to use to prepare for Part B of the set task.**

**You will need to do your own research over the next 2 weeks.**

**You can take a maximum of two sides of individually prepared hard copy A4 research notes into Part B of the set task or the equivalent number of pages in your normal way of working.**

**You will complete Part B under supervised conditions, without access to the Internet.**

**You must work independently and must not share your work with other learners.**

**(continued on the next page)**

**Turn over**



**INSTRUCTIONS FOR LEARNERS continued**

**Your teacher/tutor may give guidance on when you can complete the research.**

**Your teacher/tutor cannot give you feedback during the research.**

---

## **SET TASK BRIEF**

**Frisson Park is an amusement park near Norwich. The amusement park offers a variety of rides, such as roller coasters and carousels, attractions for younger children, on – site restaurants and cafes.**

**There are 25 full – time permanent members of staff as well as a number of part – time seasonal staff.**

**There is a full – time general manager, an assistant manager and an office manager.**

**Visitors to the amusement park can buy tickets:**

- **online in advance**
- **at the main entrance.**

**(continued on the next page)**

**Turn over**

## **SET TASK BRIEF continued**

**These tickets allow unlimited rides for the day.**

**Another option is to buy a visitor pass and then pay for each ride.**

**There is a supervisor at the entrance to the amusement park who manages a team of park entrance assistants.**

**The park entrance assistants check the tickets visitors have bought and they also sell tickets to visitors who need to buy them.**

**The office manager manages an administration team. The administration team is responsible for the general administration of the amusement park.**

**(continued on the next page)**

## **SET TASK BRIEF continued**

**The assistant manager, who is also the health and safety officer, manages a team of maintenance staff who maintain all the rides and do all the general maintenance.**

**The amusement park has a website that provides information about its facilities and also allows people to buy advance tickets online.**

**Frisson Park is not a real company, but it is representative of this type of amusement park in the entertainment sector that you might want to investigate as part of your research.**

---

## **Part A Set Task**

**You are advised to spend a maximum of 3 hours doing your research.**

**You will research the IT service delivery requirements that are relevant to the entertainment sector. You should research similar organisations of this size and type in the entertainment sector and you should consider:**

- **hardware requirements**
- **software requirements**
- **data and information requirements**
- **relevant IT legislation.**

**(continued on the next page)**

## **Part A Set Task continued**

**Specifically, for future developments, you may want to investigate the IT service delivery requirements of:**

- **an app with an interactive map to help visitors find their way around the amusement park**
- **analysing visitor preferences for attractions to assist with future planning for the amusement park**
- **providing accurate and up-to-date computerised health and safety records.**

**(continued on the next page)**

## **Part A Set Task continued**

**In Part B you will design and plan the IT service delivery solution for Frisson Park in relation to the IT service delivery life cycle. You will be able to take two sides of individually prepared hard copy A4 research notes into Part B of the set task.**

---

**END OF TASK**

---